Appointment Standardization

Integrated Program Team Meeting

Activation of MCP Status

24 October 2000

David J. Corey, LTC, USA, MS

Activation of MCP Status

- Memorandum sent back to the Service DSGs in mid September.
- As of 27 October we have a signed memorandum
- Date of activation will be 15 January 2001
- First report due 5 December 2000
- TRICARE Operations Center (TOC) has developed the MCP/HCF Vs. PAS report

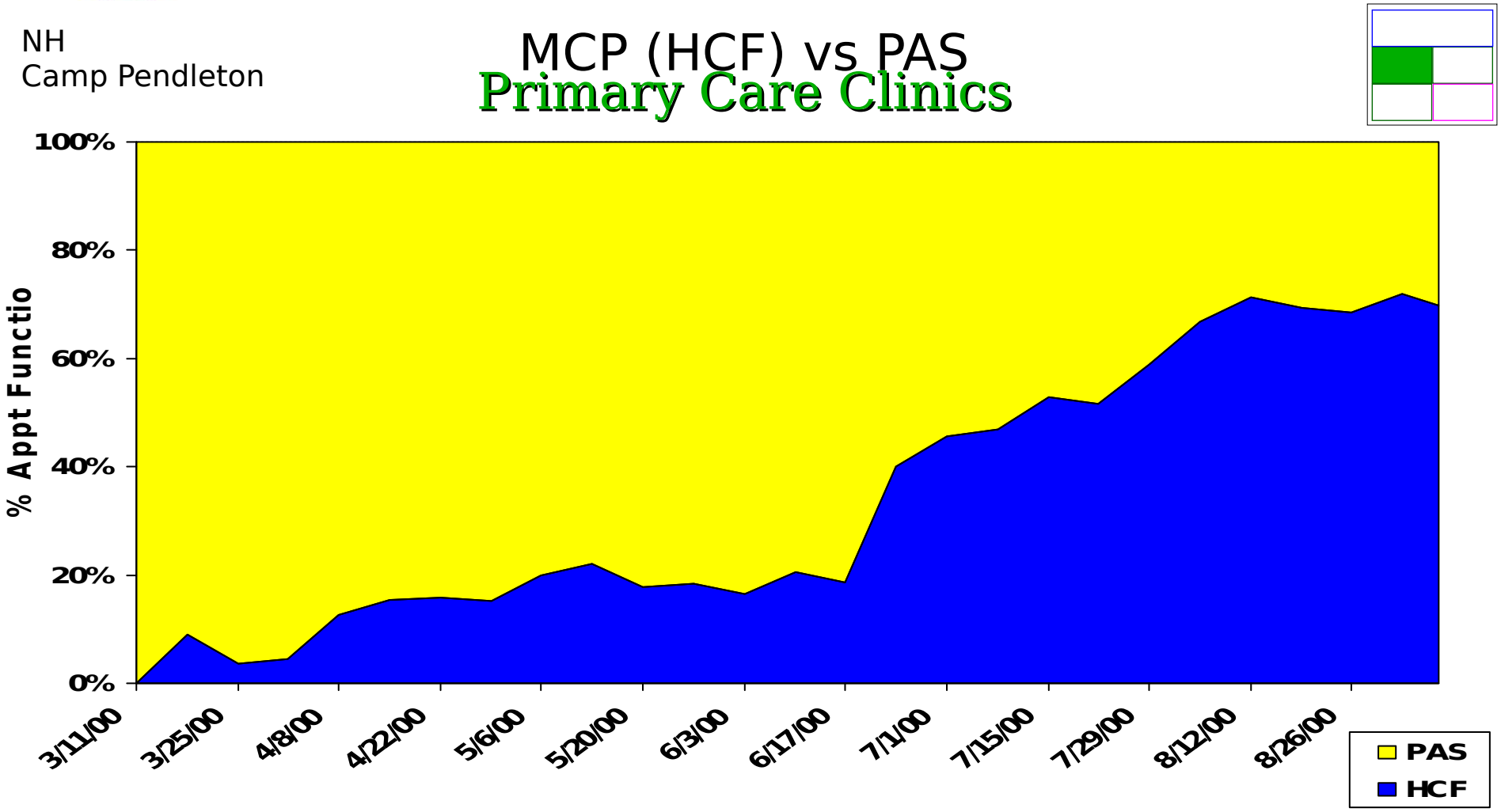
Activation of MCP Status

- Compares the percentage total number of appointments made using MCP/HCF (numerator) to total number of appointments made.
- See tool

PAS vs. MCP Utilization

TRICARE Management Activity

NH
Camp Pendleton



Activation of MCP Status

- Copies of Region One reports are in your handouts
- Interesting to note that Region One came up on MCP in one week. Lead Agent turns off PAS and the results are dramatic.
- It is hoped that this report will run until we hit the finish line.
- MTF commander and the Service need to provide permission so that the TOC has access to their CHCS host.

Activation of MCP Status

TRICARE Management Activity

- Independent Government Cost Estimate completed on 2 October 2000.
- Kennell and Associates indicate that using MCP to book appointments costs and additional $12,000.
  - Mostly for training in Regions 3/4 and 7/8
- Use of consult tracking was not computed.
- Will be undertaken with the PCMBN program.

Update On Appointment Standardization Deliverables

David J. Corey, LTC, USA, MS

Update on Appointment Standardization Deliverables

TRICARE Management Activity

- Phase I:
- Alpha test originally scheduled for Wright Patterson AFB Medical Center on 29 September 2000
- System Crashed
- Rescheduled by SAIC without any consultation with the program management team

Update on Appointment Standardization Deliverables

TRICARE Management Activity

APS Phase I

- Alpha test 25 October, Madigan Army Medical Center. Full release will start 29 October.
- 9 standard appointment types added to the Appointment Type table, with nine additional codes that are each standard appointment type with a $ suffix allowing sites to identify “MTF Book Only” appts., e.g. PCM$, ROUT$, etc.

Update on Appointment Standardization Deliverables

APS Phase I continued

- 57 standardized appointment detail fields will define special clinical resources/restrictions on appts., e.g. retinal screening, asthma evaluation, diabetes patients. Not a complete list.
- The PAS BOK option will be removed from the primary menu for all users.

Update on Appointment Standardization Deliverables

APS Phase II

- In development/release after NED
- Best guess for release will be
  - Early as February 01
  - Late as August 01
- Improves, appointment sort and search functions based on the rules established with the Appointment Standardization IPT
- Will allow designation of web base appts.

Update on Appointment Standardization Deliverables

APS Phase II continued

- File and table builds permit sites to define up to 3 detail codes for each appointment slot
- Can modify the duration of each slot to the appropriate number of minutes (duration is no longer tied to the appointment type).
- Standard patient access types will be included in the detail code table and can be used in any combination to reserve appointments for specific groups of patients, e.g.. Active Duty, Prime, GME, No Prime, etc.

Update on Appointment Standardization Deliverables

APS Phase II continued

- Sites may add their own detail codes to the table
- Enhanced MCP booking functions including PCM booking, Non-Enrollee booking, referral booking, wait list requests, non-MTF booking, appointment cancellations (facility and patient), and browse functions (join and split)
- Search for appointment in a clinic or across multiple clinics with an improved, longer candidate list of available appointments

Update on Appointment Standardization Deliverables

APS Phase II, continued

- Can sort on up to 3 detail code to include patient access types (AD, Prime, GME, Non-Prime)
- Can sort on standard appointment types, appointment duration, and any specific detail codes developed by the sites such as age ranges.
- Also PCM Booking will now include the ability to correctly book Operational Forces active duty to any provider in any place of care in any MCP Provider Group to which the patient's assigned PCM is a member.

Update on Appointment Standardization Deliverables

APS Phase II continued

TRICARE Management Activity

- Self-Referral Booking permits specialty clinics such as Optometry to book appointments without a referral. MTFs will use a flag to mark these special clinics in order to limit the use of self-referral booking
- Reporting: Clinic/Provider Roster, Outpatient Encounter Form, Display Patient Appointment List, and Non-MTF Log report will be modified to print the detail codes.
- Two new reports: Self-Referral Appointment Booking Report and Appointment Detail Code Schedule Util.Report
- We will discuss more during this conference on additional requirements

Update on Appointment Standardization Deliverables

Computer Based Training

- Working closely with SAIC on developing a web based computer based training program for MCP booking.
- Should be complete first week of November.
- Will have all functionality of Phase I and Phase II enhancements.
- Highly interactive with numerous pretests and unit final tests
- Consistently trains all personnel across MTF, Regions, Services
- **http://64.63.51.4/FLas/index.htm <http://64.63.51.4/FLas/index.htm**

Update on Appointment Standardization Deliverables

Computer Based Training

- MCP Booking and Scheduling CBT
  - (title screen)
- Overview (3-5 Minutes)
  - Global Booking
  - Management involves
    - 3 CBTs
      - -Consult Tracking
        - -MCP 101
      - -Booking and Scheduling
        - EXIT

TRICARE Management Activity

Update on Appointment Standardization Deliverables

Computer Based Training

TRICARE Management Activity

- Main Menu
- MCP Bookings
- Scheduling/Templates/Reports
- Future Changes

Update on Appointment Standardization Deliverables

Computer Based Training

TRICARE Management Activity

- MCP BOK Menu
- PCM (20 minutes)
- Non-Enrollee (20)
- Referral (20)
- Reports (20)
- End of Day Processing (20)

Update on Appointment Standardization Deliverables

Computer Based Training

TRICARE Management Activity

- Scheduling/Templates/
  - Reports Menu**
- Schedule Build (20 minutes)
- Template Build (20)
- Schedule Reports (20)
- Template Reports (20)

Update on Appointment Standardization Deliverables

Computer Based Training

- Future Changes Menu (20 minutes total)
  - Vision Statement
  - Appt. Types
  - Detail Codes
  - Benefic. Priorities
  - Age
  - Clinic Names
  - Appt. Management

TRICARE Management Activity

Update on Appointment Standardization Deliverables

Computer Based Training

- TSU (Build for interactivity - performance based)
- -exercise in each module above
- -mini TDB
- Each section will include voice over flags, a by-passable quiz of 3-5 questions, the ability to access a registration section, view the site map, return to the main menu or subject menu and to exit the CD-ROM.

TRICARE Management Activity